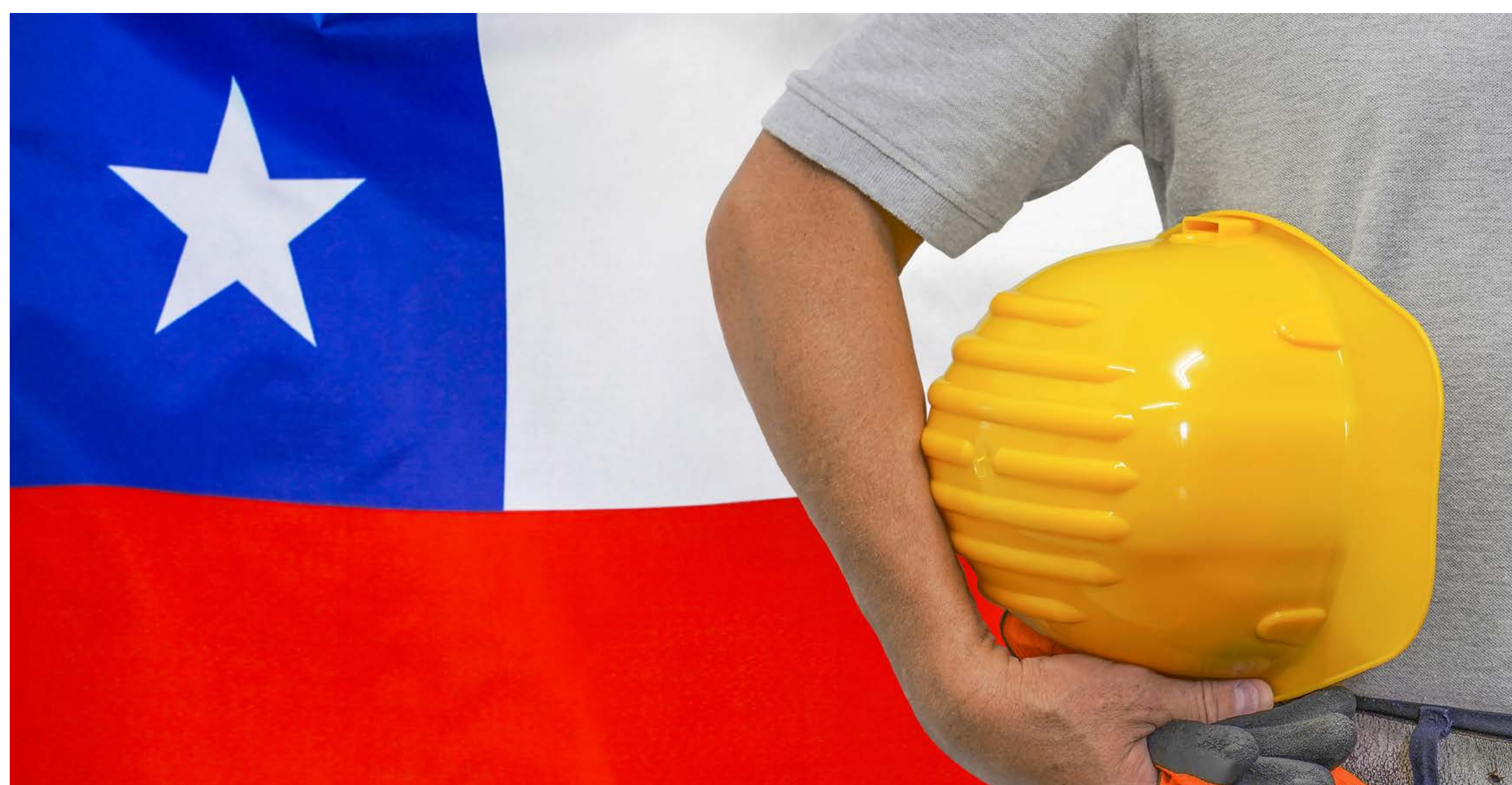




The ACHS-DEKRA Alliance

Enhancing Health and Safety in Chile

Case Study



For over six decades, the Chilean Safety Association (ACHS) had grown its reputation as the country's leading voice in occupational safety and health. Constantly innovating its preventative, medical, and administrative processes had long been a priority. But keeping that momentum going was increasingly challenging. Industries, technologies, workplaces—and work itself—were evolving rapidly.

ACHS, however, was determined to keep pace. In 2011, it doubled down on its commitment and started exploring safety systems and methodologies in use in different countries and industries worldwide.

“We knew we had to innovate and change the way we were doing things,” says ACHS General Manager Juan Luis Moreno. “We went out into the world to see the best practices and we found DEKRA. We began talking to co-build a joint model for Chile with a focus on the transfer of DEKRA's knowledge through Chilean consultants to introduce the programs to our affiliates.”

About the Chilean Safety Association (ACHS)

- Nonprofit organization administering Chile's primary law (16.744) dealing with workplace accidents and occupational diseases
- The country's leading mutual insurance association, protecting over 2.9 million workers in 85,000 companies of all sizes and industries—from multinational companies to small enterprises
- Develops risk prevention programs and grants medical coverage and compensation associated with work accidents, commuting accidents, and occupational diseases

In working with DEKRA, ACHS had three goals:

1. Provide value-added services to its clients seeking to improve its culture of safety and performance
2. Positively influence Chile's safety culture,
3. Boost ACHS' leadership as Chile's main safety benchmark.

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Accomplishing these goals meant developing a group of ACHS consultants with the skills to back their clients and improve safety through DEKRA's proven methodologies and approaches. This effort involved technology transfer so ACHS could deploy DEKRA methodologies at client sites. It also included training and educating ACHS consultants and developing new tools to help companies identify the best way to achieve their safety goals.

"DEKRA was used to being hired directly by a company," says Ángel Vargas, Operations and Services Manager at ACHS. "We proposed a different model: Teach us the DEKRA methodology and we will distribute it in Chile."

Becoming a Consulting Force

Alliance with DEKRA led ACHS to develop a practice with more than 20 consultants who provide service to 350+ clients in order to improve safety performance. Some of DEKRA's solutions and methodologies adapted by ACHS include:

- Executive Leading With Safety® Approach: Helps develop transformational executive leadership skills
- DEKRA's Behavior-Based Safety Process (BAPP®): A proven process aimed at exposure reduction through peer-based safety
- SafeAlign® System: Aimed at developing supervisor and managers
- Organizational Culture Diagnostic Instrument: An assessment to understand the link between culture and behavior
- Leadership Diagnostic Instrument (LDI): A survey to bridge the gap between a leader's potential and their present performance
- Serious Injury & Fatality Prevention® Services: A solution to save lives and protect employees

Gustavo Etchegaray, Outpatient Care Operations Manager for ACHS, says DEKRA's world-class methodologies for injury prevention enabled ACHS to complement its client value proposition. Access to knowledge management was another important

factor that Etchegaray says “helped us challenge our preventative design and improve it significantly.”

To make the most of its enhanced knowledge and the new trends in safety, ACHS has included artificial intelligence (AI), data analysis, and other advanced technologies in its work methods as a way to continue to advance the care of Chilean workers’ health. While some ACHS clients rapidly showed their enthusiasm for the new approaches, they needed to learn why and how new technologies could help develop and sustain their businesses. ACHS had the operational capacity to implement the methods and programs on a large scale and, at the same time, develop new methodologies, such as the Serious and Fatal Accidents Platform, through digital tools.

“Based on DEKRA’s tools, we created services such as training operational leaders to improve supervisory-level skills and developed new products with greater reach and coverage through knowledge management and ACHS technological innovation,” says Etchegaray.

Moreno notes that this focus on leaders was one of the important things learned from the ACHS-DEKRA collaboration: “Management of safety without involving leadership does not work. In ACHS-DEKRA programs there is extensive work with leaders to understand relevance, participation, and commitment. All of them are worried about the safety and health of their teams. We give them tools to make this job easier inside their organizations, and that has been important to strengthen their safety culture.”

Progress Beyond Safety

The experience in the field with different clients has also led to progress other areas, such as growing productivity, an improved workplace environment, and better quality of life. For example, an ACHS retail client credited BAPP for the decrease in injuries in the sales area. The resulting increase in working hours for the in-house sales and

Through its collaboration with DEKRA, ACHS’ consulting practice achieved several significant milestones:

- **700,000+ workers reached**
- **4,500+ leaders—from front-line supervisors to senior leaders and board members—instructed and engaged to improve the safety performance and culture in their organizations**
- **Improvements in injury rates similar to those DEKRA achieves with its clients worldwide (BAPP: 24% decrease in 12 months; SafeAlign: 33% decrease in 36 months)**

ACHS brings its deep knowledge of Chilean culture and industry. Together with DEKRA's decades of experience and cutting-edge solutions, great things are happening. The future is bright for safety excellence in Chile.

services staff translated into more interactions with clients. Another organization reported a 10-point improvement in the "Great Place To Work" survey, compared to the previous year. Clients in the forest, industry, and mining sectors also mentioned that output records and employee absenteeism had improved, while other clients said that their workers are more committed and their leaders are more efficient.

"One of the challenges we face today at ACHS is to continue mass-distributing these methodologies that are hard to implement in organizations since they demand time, dedication, effort, and focus," Moreno says. "However, the results obtained among the companies that have implemented the ACHS-DEKRA consulting have been very positive and have made the safety and prevention culture grow."

DEKRA Senior Vice President Matthew Morrison echoes the value of the partnership. "In ACHS, DEKRA has found a partner that applies a tremendous multiplier effect to DEKRA's core safety consulting services and uses them to ensure that millions of Chilean employees safely return home every day. DEKRA looks forward to

continuing our relationship and sharing our latest advancements in the science of human safety and performance to further improve ACHS' capabilities to service its clients effectively."

A Mutually Beneficial Alliance—Today and Tomorrow

The ACHS-DEKRA alliance allows ACHS to continue to position itself as a strategic benchmark among industries and companies where safety is a critical issue. Results shown through operational accident rate indicators, as well as coverage and impact indicators, prove ACHS' success.

The association with ACHS is also valuable for DEKRA, providing experience in collaboration as well as knowledge of how safety works in different cultural and regional environments. For example, DEKRA learned that other areas, such as road safety, may also positively impact the Chilean workforce's safety. DEKRA has also gathered a large volume of data to expand its analytical processes.

As safety continues to evolve, DEKRA and ACHS continue their joint research and expansion of their innovative approaches to improve workforce safety. The future looks promising for both organizations to achieve their purposes and aspirations: DEKRA to be a global partner for a safe, secure, and sustainable world, and ACHS to make Chile the country that best cares for its workers and families.

"The ACHS/DEKRA partnership is a great example of collaboration, says Rebecca Timmins, Senior Vice President at DEKRA Consulting. "It is tremendous to witness ACHS' commitment to help its clients protect people by seeking out innovative approaches to reduce risk, build knowledge, and reduce workplace injuries and illnesses. This is especially important when focused on serious injuries and fatalities. ACHS brings its deep knowledge of Chilean culture and industry. Together with DEKRA's decades of experience and cutting-edge solutions, great things are happening. The future is bright for safety excellence in Chile!"

Want to learn more about partnering with DEKRA?



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